

DATE: Jan. 21, 2005

TO: All VDSS employees

FROM: Maurice A. Jones, Commissioner

SUBJECT: Business Process Re-engineering and information technology planning

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As part of our efforts to keep you informed about the Virginia Social Service System strategic planning process, I am very pleased to announce that we are making substantial progress on our plans for Business Process Re-engineering (BPR), a major step toward the Virginia Social Services System Strategic Plan's Goal Three -- "Improve business productivity through effective automation." See <http://www.dss.state.va.us/redirect/?98> for details.

This is an important first step with our local partners to truly make a positive impact in the delivery of services to the citizens of Virginia and I'm excited about the possibilities. Today, I want to share our latest developments and next steps.

The Goal Three Planning Team has been created to lead this effort. Co-chairs are the Virginia Department of Social Services' (VDSS) Ray Goodwin and Henrico County Department of Social Services Director Gordon Ragland. Gordon also serves as chair of the Virginia League of Social Services Executives (VLSSE) Technology Committee.

Co-managers of the project are Charlottesville Department of Social Services Director Buzz Cox and VDSS Child Care and Development Director Dottie Wells. Buzz and Dottie will lead a dedicated team of local workers, program supervisors and state program staff for the 15-week project.

A critical first step in achieving Goal Three is to complete BPR for all of our programs on the local level. The team will examine the value and need of business processes before developing an integrated automated system to support customer service. Short-term improvements will be implemented as they are identified and approved during the BPR. First Data Government Solutions will assist the team.

The team will be dedicated full time to the project providing assistance in the following areas:

- * State subject matter experts
- * State/local stakeholder focus groups
- * Walk-through visits and observations at small, medium and large local offices
- * Interviews with selected local office staff and/or employee shadowing
- * Field meetings with state and local staff to validate findings

The major phases of the project include:

- * "As-is" discovery and identification of quick wins
- * "As-is" documentation
- * Identification of best practices
- * Definition of high-level "to-be" business model
- * Design of detailed business processes
- * Planning for change

The project work plan will be posted on the Local Agency Web site by March 1. We will keep you informed of progress in the coming months.

I will meet with the co-chairs of the Goal Three Team and BPR co-project managers at the VLSSE meeting on Jan. 27 to refine plans and seek local staff for the project team.

IT planning will continue concurrently.

While BPR is under way, the plan for developing an integrated IT system will continue. BPR results will provide the foundation from which we can move forward to implement a long-range plan for IT.

A number of vendors have approached VDSS to develop plans to implement Goal Three. Proposals are being submitted in compliance with the provisions of the Public Private Educational Assistance/Infrastructure Act (PPEA). Broadcast 2907 outlined this effort and announced the establishment of a Web site for the PPEA - IT effort. You are encouraged to review the site at www.dss.state.va.us/geninfo/ppea/index. The deadline for initial proposals is Feb. 13. Local departments of social services will have 60 days to review and comment on the proposals, and I urge you to do so.

Thank you for your support of this important initiative.
